

REDACTED FOR PUBLIC INSPECTION

(800) Operating Companies  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	421472
<015>	Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	FairPoint Communications Missouri, Inc.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	FairPoint Communications Missouri, Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Bentleyville Communications Corporation	170145	dba FairPoint Communications Inc.
	Berkshire Cable Corp.		dba FairPoint Long Distance
	Berkshire Cellular, Inc.		
	Berkshire New York Access, Inc.		
	Berkshire Telephone Corporation	150073	dba FairPoint Communications Inc.
	Big Sandy Telecom, Inc.	462192	dba FairPoint Communications Inc.
	Bluestem Telephone Company	411835	dba FairPoint Communications Inc.
	Chautauqua & Erie Communications, Ltd		
	Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
	Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications Inc.
	China Telephone Company	100004	dba FairPoint Communications Inc.
	Chouteau Telephone Company	431981	dba FairPoint Communications Inc.
	Columbine Telecom Company	462204	dba FairPoint Communications Inc.
	Columbus Grove Telephone Co.	300604	dba FairPoint Communications Inc.
	COM Networks, Inc.		
	Comerco, Inc.		dba FairPoint Long Distance
	Community Service Telephone Co	100015	dba FairPoint Communications Inc.
	C-R Communications, Inc.		
	C-R Long Distance, Inc.		dba FairPoint Long Distance
	C-R Telephone Company	341009	dba FairPoint Communications Inc.
	El Paso Long Distance Company		dba FairPoint Long Distance
	El Paso Telephone Company	341004	dba FairPoint Communications Inc.
	Ellensburg Telephone Company	522412	dba FairPoint Communications Inc.

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<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Elltel Long Distance Corp.		dba FairPoint Long Distance
	Enhanced Communications of Northern New England Inc.		
	ExOp of Missouri Inc.		
	FairPoint Broadband, Inc.		
	FairPoint Business Services LLC		
	FairPoint Carrier Services, Inc.		
	FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications Inc.
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
	FairPoint Vermont, Inc. (TG)	143331	dba FairPoint Communications Inc.
	Germantown Independent Telephone Company	300618	dba FairPoint Communications Inc.
	Germantown Long Distance Company		dba FairPoint Long Distance
	GTC, Inc.	210291	(Floral) dba FairPoint Communications Inc.
	GTC, Inc.	210329	(Perry) dba FairPoint Communications Inc.
	Maine Telephone Company, INC	100025	dba FairPoint Communications Inc.
	Marianna Scenery Hill Telephone Company	170185	dba FairPoint Communications Inc.
	Marianna Tel., Inc.		
	MJD Services Corp.		
	MJD Ventures, Inc.		
	Northern New England Telephone Operations LLC (NNE)	125113	dba FairPoint Communications Inc.
	Northern New England Telephone Operations LLC (NNE)	105111	dba FairPoint Communications Inc.
	Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications Inc.
	Odin Telephone Exchange, Inc	341065	dba FairPoint Communications Inc.
	Orwell Communications, Inc.		dba FairPoint Long Distance



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<812>	Operating Company	FairPoint Communications Missouri, Inc.

<a1>	<a2>	<a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
Orwell Telephone Company	300649	dba FairPoint Communications Inc.
Peoples Mutual Long Distance		
Peoples Mutual Telephone Co	190244	dba FairPoint Communications Inc.
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenswood Communications, Inc.		
Sidney Telephone Company	103313	dba FairPoint Communications Inc.
ST Enterprises, Ltd.		
ST Long Distance, Inc.		dba FairPoint Long Distance (Kansas, Colorado, Oklahoma)
St. Joe Communications, Inc.	210339	dba FairPoint Communications Inc.
Standish Telephone Company, INC	100025	dba FairPoint Communications Inc.
Sunflower Telephone Co	461835	dba FairPoint Communications Inc.
Taconic Technology Corp.		
Taconic TelCom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	150084	dba FairPoint Communications Inc.
Telephone Operating Company of Vermont LLC (NNE)	145115	dba FairPoint Communications Inc.
UI Long Distance, Inc.		dba FairPoint Long Distance
Utilities, Inc.		dba FairPoint Communications Inc.
YCOM Networks, Inc.	522453	dba FairPoint Communications Inc.

FCC Form 481

Line 112- Service Quality Improvement Reporting  
{47 CFR 54.313(a)(1)}

1. In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. The bureau stated that "until the [Connect America Phase II forward-looking] cost model is adopted and incumbents have the opportunity to accept a state-level commitment, it does not serve the public interest" to require price cap ETCs to file five-year plans.<sup>1</sup>

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<sup>1</sup> *Connect America Fund et al.* WC Docket No. 10-90 et al., Order, 28 FCC Rcd 2051, 2054, para. 8 (Wireline Comp. Bur. 2013) (*ETC Reporting Requirements Order*).

**FairPoint Communications Missouri, Inc's  
Missouri/Kansas**

**Line 510: Service Quality Reporting/Consumer Protection Rules Compliance**

FairPoint Communications Missouri, Inc. hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Missouri Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."<sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."<sup>3</sup>

FairPoint Missouri is subject to quarterly Service Quality Reporting in Missouri. The quarterly report shall include aggregated service levels for each aspect of service quality for which there has been established a service objective in 4 CSR 240-32.080, together with such other information concerning service quality that the company deems applicable or the commission specifically requests. Additionally, FairPoint Missouri is required to report the number of applications for basic local telecommunications service, by exchange, and the number of applications satisfied and the number held. The listing shall categorize the number held for thirty (30), sixty (60), ninety (90) and one hundred twenty (120) days. FairPoint Missouri is not subject to any Service Quality Reporting in Kansas. Penalties and or fines may be assessed in the event of non-compliance pursuant to state regulations.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at [consumer@fairpoint.com](mailto:consumer@fairpoint.com). The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

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<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

<sup>2</sup> *Id.* at para. 28.





FairPoint Communications  
1 Davis Farm Road  
Portland, ME 04103

## Business Continuity Plan Overview

### Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan ("BCP") is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope
- BCP Components
- Plan Maintenance

### BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back / front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff and equipment, service utilities, telecommunications and data network, IT network, and related infrastructure based items.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- Information Technology ("IT")
- Administrative and Support Operations
- Inside and Outside Plant Operations
- Network Operations Center ("NOC")
- Enhanced 9-1-1 ("E-911")
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents. All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



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## **BCP Components**

The BCP consists of several components:

- Operational Preparedness for Expected Events (i.e. weather related events)
- Event / Crisis Communication Plan
- Redundancy Mapping
- Department Recovery Plans
- Information Technology Continuity Plan

The following is a brief summary of the plan components.

### **Operational Preparedness for Expected Events**

Weather events such as snow, ice, and wind can negatively impact power and communications infrastructure. While this threat cannot be eliminated, FairPoint takes steps to mitigate a storm's impact through preparedness and response. Steps include:

- Pre-event planning based on information provided by National Oceanic and Atmospheric Administration ("NOAA")
- Coordinate planning and recovery efforts through state emergency management groups
- Engage supply chain vendors to deliver additional stock prior to the expected event
- Inspect, test, and fuel emergency generators in anticipation of a power outage
- Reallocate / relocate staff in order to respond to the pending event

### **Event / Crisis Communication Plan**

Communications is a key element to respond and recover business operations. Event / Crisis Communications are facilitated by FairPoint's Risk Management Team who assume the role of incident command from the onset of the event until normal operations are resumed.

FairPoint uses a dual level communication strategy as part of the Event Communication Plan. The primary level is the workgroup comprised of both employees and vendors that are directly involved in the recovery work. The secondary level consists of internal interested parties made up of our Strategic Leadership Team. The role of the secondary level is to facilitate communications both internally and externally regarding the event and our path to response and recovery. For 2014, FairPoint has partnered with SunGard and will be deploying a hosted event communication platform in order to increase our speed and reach of communications during an event.

### **Redundancy Mapping**

The process of redundancy mapping reviews operations within the FairPoint organization to identify alternate facilities and work locations that can be used in the event a primary location is not accessible. Given the geographic spread of FairPoint's Northern New England footprint, capabilities exist to relocate operations from event impacted areas. Through the mapping process, FairPoint is able to identify single points of failure and develop alternative work processes.

### **Department Recovery Plans**

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements, along with E-911 needs, have a high level of consideration in addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations. The recovery plans are built around a 24-hour to 72-hour response plan. This methodology



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Portland, ME 04103

focuses on the immediate steps that need to be taken to recover functional operations within short duration events (less than 24 hours) and well as long term plans to maintain functionality during an extended event (up to, or greater than 72 hours).

#### **IT Recovery Plan**

Like most operations, FairPoint is dependent on an IT infrastructure to conduct business and serve customers. Because of its importance, FairPoint has a continuity plan established specifically for IT operations. The IT continuity plan addresses security and access control of data sites, onsite / offsite data backup methods, processes for sequencing of system(s) recoveries and ultimately the use and execution of our established Disaster Recovery Site located outside the FairPoint footprint.

#### **Plan Maintenance and Exercising**

The BCP is a so called "living" document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are reviewed with oversight from FairPoint's Risk Management Team. In 2013, FairPoint began the process of migrating the BCP onto a cloud based solution which will allow access to the plan components from any computer, smartphone and tablet.



FCC FORM 481

Line 1010 – Voice Service Rate Comparability

The pricing of the company's voice service rate is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA15-470 released on April 16, 2015.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Communications Missouri in Kansas provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline Program in FairPoint Communications Missouri are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FAIRPOINT COMMUNICATIONS MISSOURI, INC.

KCC No. 1  
Section 4  
2<sup>nd</sup> Revised Sheet 6

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Lifeline Service

A. General

1. Lifeline Service applies a credit to the Basic Local exchange Service monthly recurring access line rates for qualifying residential customers.

- a. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers.
- b. Lifeline will not be furnished on a Foreign Exchange service.
- c. Lifeline service shall not be disconnected for non-payment of toll charges.
- d. Toll Blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll Blocking for the purpose of lifeline service will restrict 1+, 0+ and 0- (Operator handled) calls.
  - i. If the customer chooses "Toll Blocking" the Company will not charge a service deposit.
  - ii. The rate for toll blocking will be charged on a monthly basis, as specified in Section 10, Call Restriction Services.

2. Eligibility Requirements

a. An applicant must meet the following criteria in order to qualify for Lifeline Service:

1. To qualify for lifeline the consumer must participate in one of the following programs:

- a. Bureau of Indian Affairs General Assistance
- b. Food Distribution Program
- c. Food Distribution Program on Indian Reservations
- d. Free School Lunch Program
- e. General Assistance
- f. Low Income Energy Assistance Program (LIEAP)
- g. Medicaid
- h. Section 8 Federal Public Housing Program
- i. Supplemental Nutrition Assistance Program
- j. Supplemental Security Income (SSI)
- k. Temporary Assistance for Needy Families
- l. Tribally Administered Free School Lunch Program
- m. Tribally Administered Head Start (only those meeting its income qualifying standard)
- n. Tribally Administered Temporary Assistance for Needy Families

(T)  
-----  
(T)

(N)

ISSUED: June 25, 2012

EFFECTIVE: July 25, 2012

By: Patrick Morse  
Vice President of Government Affairs  
421472MO1240 doc  
PO Box 199  
Dodge City, Kansas 67801



Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FAIRPOINT COMMUNICATIONS MISSOURI, INC.

KCC No. 1  
Section 4  
2<sup>nd</sup> Revised Sheet 7

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Lifeline Service (continued)

A. General (continued)

2. Eligibility Requirements (continued)

- b. The customer must sign, under penalty of perjury, a document certifying:
  - 1. He/she is receiving benefits from one of the programs in a.1 above.
  - 2. Name of the program(s) from which they are receiving benefits.
  - 3. That he/she will notify the Company if he/she no longer participates in the program(s) named in (a.) preceding.
- c. The premises at the residence service is requested must be the applicant's principal place of residence.
- d. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individual's functioning as one domestic establishment.

3. Lifeline Service is limited to one per household at the customer's primary residence.

B. Rates and Charges

- 1. Service charges do not apply when Lifeline Service is added to an existing service, or is discounted, and it is the only service being ordered.
- (T) 2. The Lifeline credit is applied as follows:
  - (C) (R) a. A monthly Federal credit of \$9.25 <sup>1</sup> applies to the Lifeline customer's local bill.
  - b. A monthly State credit of \$7.77 applies to the Lifeline customer's local bill.
- 3. All recurring or nonrecurring charges for any service other than Lifeline Service shall be billed at Tariff rates.

<sup>1</sup> Rate will be effective upon FCC implementation date of August 1, 2012 per 47 CFR; §54.403 as amended March 2, 2012. Until then, the Federal Lifeline credit is \$10.00.

ISSUED: June 25, 2012

EFFECTIVE: July 25, 2012

By: Patrick Morse  
Vice President of Government Affairs  
421472MO-1210-001  
PO Box 199  
Dodge City, Kansas 67801

FairPoint Communications Missouri, Inc  
d/b/a FairPoint Communications

PSC MO. No 1  
Section 4  
Fourth Revised Sheet 25  
Cancels Third Revised Sheet 25

GENERAL AND LOCAL EXCHANGE TARIFF

- D. Support Amount - Customers eligible under the established criteria can receive a discount from their bill for essential local telecommunications service equal to the amounts approved by the Missouri Public Service Commission and the Federal Communications Commission. The amount of combined federal and state lifeline support for any customer will not exceed the sum of the federal Subscriber Line Charge (SLC) and the recurring charges for essential local telecommunications services (including the basic service rate, extended area service additive, and mileage additives, if any).

(C)

4.2 Missouri Universal Service Fund Disabled Assistance

- A. General - A disabled customer; or a dependent of a disabled customer, is a customer who requests or receives essential local telecommunications service, as defined in section 4.1 (C) of this tariff, and meets the eligibility requirements set forth in this tariff.

- B. Regulations - Disabled assistance is available to all residential customer who demonstrate, by self certifying with the company under penalty of perjury, that they, or a dependent, are totally and permanently disabled or blind and receiving any of the following:

- 1) Federal Social Security Disability benefits
- 2) Veterans Administration Disability benefits
- 3) State Blind Pension
- 4) State Aid to Blind persons
- 5) State Supplemental Disability Assistance

(D)

(T)

|

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(T)

- C. Support Amount - Customers eligible under the established criteria can receive a discount equal to the amount approved by the Missouri Public Service Commission from their bill for essential local telecommunications service. The amount of state support for any customer will not exceed the recurring charges for essential local telecommunications services (including the basic service rate, extended area service additive, and mileage additives, if any).

(C)

(C)

Issued: August 19, 2014

Effective: September 18, 2014

Patrick L. Morse, Sr. Vice President - Government Affairs  
PO Box 199  
Dodge City, KS 67801-0199

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Communications Missouri provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline Program in FairPoint Communications Missouri are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>.



Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Communications Missouri, Inc  
d/b/a FairPoint Communications

PSC MO, No 1  
Section 4  
Second Revised Sheet 22  
Cancels First Revised Sheet 22

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LIFELINE SERVICE

A. General

1. Lifeline Service applies a credit to the Basic Local Exchange Service monthly recurring access line rates for qualifying residential customers.
  - a. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income customers.
  - b. Lifeline will not be furnished on a Foreign Exchange service.
  - c. Lifeline service shall not be disconnected for non-payment of toll charges.
  - d. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purpose of lifeline service will restrict 1+, 0+, and 0- (operator handled) calls.
    1. If the customer chooses "toll blocking" the company will not charge a service deposit for essential local telecommunications service.
    2. Toll blocking is offered to Lifeline subscribers at no charge.
2. Eligibility Requirements
  - a. An applicant must meet the following criteria in order to qualify for Lifeline Service:
    1. To qualify for Lifeline the consumer must participate in one of the following programs:
      - a) Medicaid
      - b) Food Stamps
      - c) Supplemental Security Income (SSI)
      - d) Federal public housing assistance
      - e) Low Income Home Energy Assistance Program
      - f) Temporary Assistance to Needy Families (TANF)
      - g) National Free Lunch Program
    2. Or the customer's income, as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines.

(N)  
(N)

Issued: April 13, 2012

Effective: May 13, 2012

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Communications Missouri, Inc  
d/b/a FairPoint Communications

PSC MO, No 1  
Section 4  
Second Revised Sheet 23  
Cancels First Revised Sheet 23

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LIFELINE SERVICE

General (cont'd)

- b. The customer must sign, under penalty of perjury, a document certifying:
    1. He/She is receiving benefits from one of the programs in a.1 above.
    2. Name of the program(s) from which they are receiving benefits.
    3. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.
  - c. The premises at which the residence service is requested must be the applicant's principal place of residence.
  - d. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.
3. Lifeline Service is limited to one line per household at the customer's primary residence.

B. Rates and Charges

1. Service charges do not apply when Lifeline Service is added to an existing service, or is continued, and it is the only service being ordered.
2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a baseline credit equal to 100% of the Federal End User Subscriber Line Charge as specified in the Company's Interstate Access Tariff and a supplemental reduction in their residential access line rate in an amount ordered by the Federal Communications Commission.
3. All recurring or nonrecurring charges for any service other than Lifeline Service shall be billed at tariffed rates.

(C)  
-----  
(C)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Communications Missouri, Inc  
d/b/a FairPoint Communications

PSC MO. No 1  
Section 4  
Original Sheet 23.1

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

LIFELINE SERVICE

C. Customer Annual Responsibility

1. All Lifeline customers as of June 1, 2012 must certify with the Company that they are still eligible for Lifeline support by December 31<sup>st</sup> each year. Customers may certify in person, over the phone or in writing. Customers will not be required to provide verifying documentation.

D. Access Recovery Charge (ARC)

1. Eligible Lifeline customers are exempt from ARC (effective July 1, 2012).

(N)

(N)

Issued: April 13, 2012

Effective: May 13, 2012

421472MO1210.pdf

Patrick L. Morse  
Sr. Vice President - Government Affairs  
Peculiar, Missouri



Form 481 Line 1210- Terms & Conditions for Lifeline Customers

PairPoint Communications Missouri, Inc  
d/b/a PairPoint Communications

PSC MO. No 1  
Section 4  
Fifth Revised Sheet 24  
Cancels Fourth Revised Sheet 24

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

4.1 Missouri Universal Service Fund Low-Income Assistance

A. General- A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.

B. Regulations - Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:

- 1) Medicaid
- 2) Food Stamps
- 3) Supplementary Security Income (SSI)
- 4) Federal Public Housing Assistance or section 8
- 5) Low Income Home Energy Assistance Program (LIHEAP)
- 6) Temporary Assistance to Needy Families (TANF)
- 7) National Free Lunch Program
- 8) Income as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines

(N)  
(N)

C. Eligible Services - Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges:

- 1) Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
- 2) Access to local emergency services, including, but not limited to, 911 service established by local authorities
- 3) Access to basic local operator services
- 4) Access to basic local directory assistance
- 5) Standard Intercept service
- 6) Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
- 7) One (1) standard white pages directory listing
- 8) Toll blocking or toll control for qualifying low-income customers

Issued: April 13, 2012

Effective: May 13, 2012

421472MO1210.pdf

Patrick L. Morse  
Sr. Vice President - Government Affairs  
Peculiar, Missouri

**RATE FLOOR DATA COLLECTION - OMB Control Number 3060-0986**

**Block 1 - Contact Information**

ROW #	DATA ELEMENT	FORMAT OF REQUESTED DATA	RESPONSE
1	Carrier Study Area Code	6 numeric digits	421472
2	Carrier Study Area Name	alpha characters	FairPoint Communications Missouri, Inc.
3	Service Provider Identification Number	9 numeric digits	143030854
4	Residential Local Service Charge Effective Date	mm/dd/yyyy	6/1/2015
5	Contact Name	alpha characters	Barbara Galardo
6	Contact Telephone Number (include area code)	9 numeric digits	2075354126
7	Sheet number	numeric digit(s)	1
8	Total Number of Sheets	numeric digit(s)	1

**Block 2 - Residential Local Service Rates, Fees, and Line Counts**

	Column 1 Residential Local Service Charge	Column 2 State Subscriber Line Charge	Column 3 State Universal Service Fee	Column 4 Mandatory Extended Area Service Charge	Column 5 Loops
9	\$ 15.00				
10	\$ 16.00				
11					
12					
13					
14					
15					
16					
17					
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING RATE FLOOR DATA ON ITS OWN BEHALF:

**Certification of Officer as to the Accuracy of the Data Reported for the Rate Floor Data**

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the actual rate floor data reported ; and, to the best of my knowledge, the information reported on this form is accurate.

Name of Reporting Carrier See Attached Listing

Signature of authorized officer *M. Michael T. Skrivan*

Date *June 23, 2015*

Printed name of authorized officer Michael T. Skrivan

Title or position of authorized officer Vice President of Regulatory

Telephone number of authorized officer: ( 207) 535 - 4150

Study Area Code of Reporting Carrier	See Attached List	Filing Due Date for this form (mm/dd/yyyy)	7/1/2015
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